

CITY OF MINNEAPOLIS



PROGRAM

2016 STEP-UP SUPERVISOR TRAINING



Agenda and Goals:

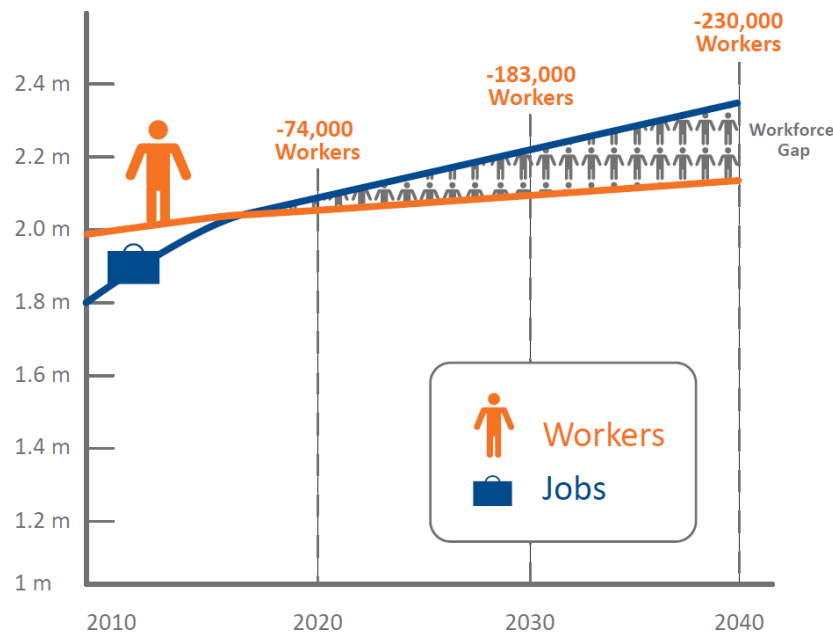
- STEP-UP Overview and Partnerships
 - **Goal:** Understand the goals and components of STEP-UP
- Supervisor responsibilities –
 - **Goal:** Know role, responsibilities and expectations
- How to be a good mentor –
 - **Goal:** Learn tips and resources for how to be a good mentor and supervisor
- Break
- Camp Sunrise Presentation
- Payroll, Timesheets and Safety Procedures -
 - **Goal:** Know how to properly fill out timesheets and other paperwork

STEP-UP Mission

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Future Workforce Gaps

Projected Workforce Demographics (in millions)



STEP-UP is addressing one of the widest employment gaps in the country

- Our region is expected to face significant workforce shortages by 2020
 - ▣ STEP-UP expands our workforce pipeline with talented, diverse young people

STEP-UP serves populations that face some of the greatest barriers to employment

- Low income families – 90% of interns
- Youth of color – 91% of interns
- Youth from immigrant families – 41%
- Youth with disabilities – 12%
- First generation college students – 63%
- Ages: 14 - 21
- Generally their first work experience
- Successfully completed work readiness training
- Attended an intake interview

In 2015, 1,563 youth earned a total of 2.2 M in wages working in a STEP-UP job over the summer.

Minneapolis Employment and Training

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- Oversees the general operations of STEP-UP and provide supervision, support, and guidance to contracted partners.
- Strategically builds employment opportunities in Minneapolis for youth and adults
- Ensures that relevant federal and state laws and guidelines are followed.
- Primary point of contact for injuries/worker's compensation.

Partnerships

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- Contractors: AchieveMpls, Project for Pride in Living, Minnesota Workforce Centers, Minneapolis Park and Recreation Board
- Camp Sunrise
- Minneapolis Schools
- Employers
- Youth serving agencies and community based organizations

achievempls



A Workforce System Partner



Role of AchieveMpls



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- Recruit STEP-UP youth
- Provide work readiness training
- Recruit primarily private sector employers
- Placement of more experienced interns with employers - usually 16 years and older.
- Begins to focus on career pathways and plans with interns



Role of Project for Pride in Living



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- Provide work readiness training for youth that are just entering the workforce – usually 14 years old.
- Provide specialized healthcare training for more experienced interns being placed in the healthcare field

Role of Workforce Centers

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- Primary point of contact for STEP-UP supervisors and interns
- Monitor internship sites
- Your assigned monitor will contact you in June to introduce themselves.
- Intake, match, and refer youth to internship sites
- Assist with agency or intern questions and concerns



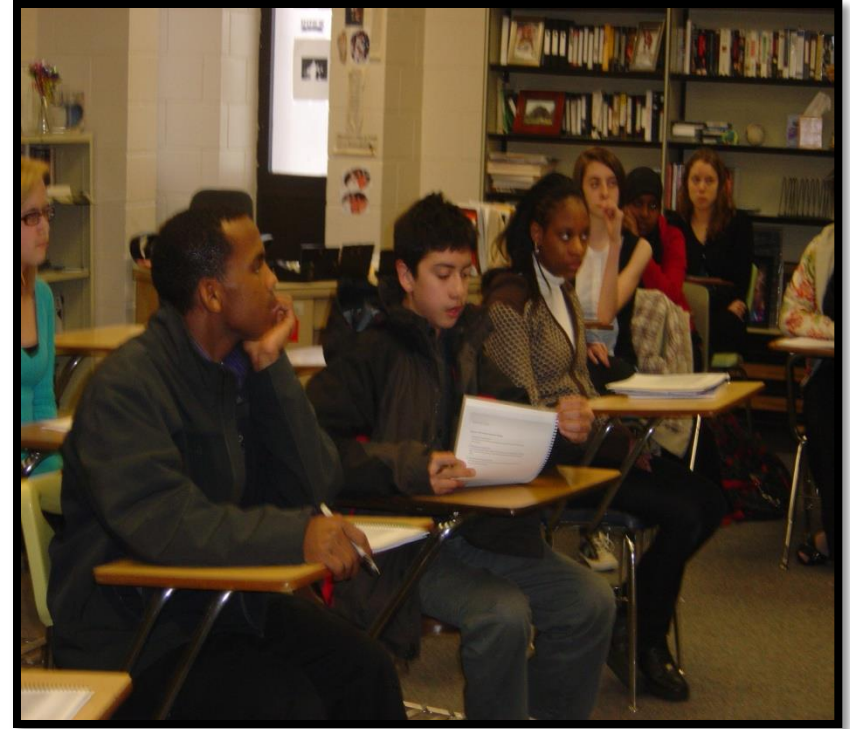
- Refill internship spots as needed
- Distribute bus tokens
- Collect and review payroll

Role of Minneapolis Park and Recreation Board



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- Provide 3 hour, weekly classroom training for STEP-UP interns.
- Class contact: MarLynn
 - 612-499-9418
 - 612-370-3917



Work-based Learning Auditor

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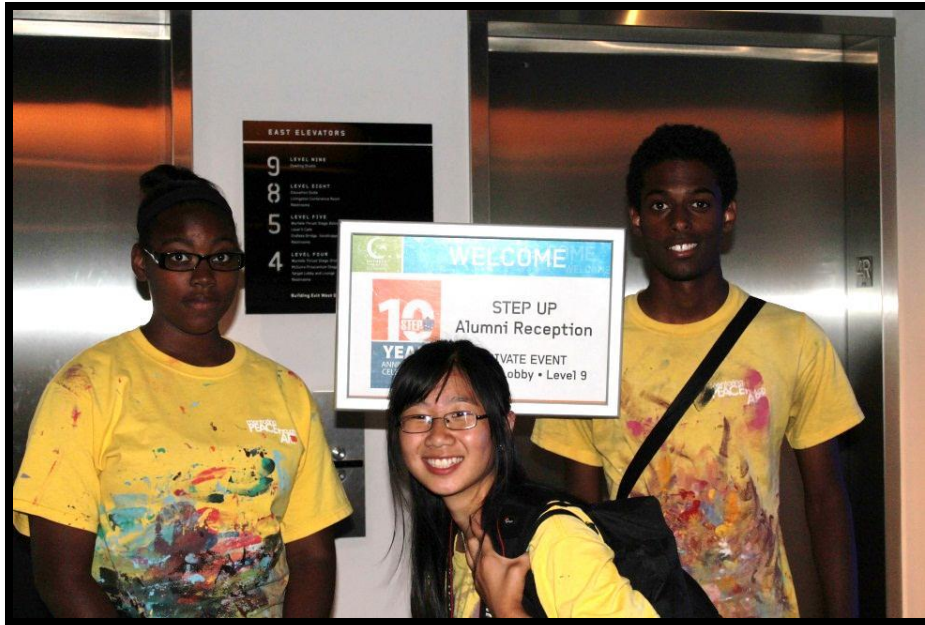


- ❑ Dan Daly with Sedey & Associates
- ❑ High School elective credit for Interns
- ❑ Unannounced drop in site visit
- ❑ Apologize for cold call
- ❑ Thanks for cooperation!

STEP-UP Program Structure

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- Employer Recruitment
- Youth Recruitment
- Work Readiness Training
- Internship Matching
- Job Coaching and Support
- Mentoring
- Recognition
- Evaluation

STEP-UP Training

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- Training options are **Explore, Discover, and Achieve.**

Work Readiness Training is certified by the **Minneapolis Regional Chamber of Commerce** and includes work and career skills

Curriculum includes essential job skills identified by Twin Cities employers in four categories:

- ▣ Communication Skills
- ▣ Interpersonal Skills
- ▣ Decision-Making Skills
- ▣ Lifelong Learning Skills

STEP-UP Summer 2016

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- ❑ STEP-UP operates June 20 – August 19, 2016. Not all work sites will operate the full 9 weeks.
- ❑ Youth can work *up to* 20 hours per week at your site.
- ❑ Youth are required to attend 3 hours of classroom training per week at a location in North or South Minneapolis.
- ❑ Youth earn minimum wage - All youth wages will increase on August 1st from \$9.00 to \$9.50.

Supervisor Handbook and Policies and Procedures Book Contents

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- The Supervisor Handbook:
 - ▣ Program Information
 - ▣ Advice on how to support and mentor your intern
 - ▣ Developing good and improving bad work habits
 - ▣ Developing your interns skills and strengths
 - ▣ Effective discipline
 - ▣ Creating culturally smart relationship
 - ▣ Working with adolescents
- The Policies and Procedures Handbook
 - ▣ ALL documents you will need this summer.
 - ▣ Payroll procedures
 - ▣ Forms to be copied.
 - ▣ Reference materials.
 - ▣ Intern class information
 - ▣ Injury reporting and worker's compensation

Supervisor Responsibilities

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- Interviewing
- Orientation
- Supervision
- Mentoring
- Payroll
- Safety



Supervisor Responsibilities:

Touching Base and Hiring

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- Speak to each STEP-UP intern that is referred to your agency before the first day of work.
- Notify your Workforce Center contact when the youth will begin work.
- Make sure your intern knows what time and date they will start working, as well as what they should wear and bring to work.

Supervisor Responsibilities:

Orientation

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- Talk to your intern about:
 - ▣ Rules specific to your agency.
 - ▣ The STEP-UP Youth Handbook.
 - ▣ Attendance expectations.
 - ▣ Who to contact if they have to miss work. How do they contact that person? Phone? Email? Text?
 - ▣ Break times, procedures, areas for breaks, and where restrooms are located.
 - ▣ Safety information, the First Aid kit, and go over proper tool or equipment use.
 - ▣ Provide (in writing) an alternate contact at your agency in case you are not available.

Supporting your Intern

(Page 8-14)

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- Set clear expectations for work behavior and performance and model what you expect
- Help youth set goals and create a work plan
- Provide helpful feedback
- Refer to the adolescent development tips on page 8 of handbook

Improving Poor Work Performance (page 15)

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- Talk to the intern about the poor work habit/performance you observed with date, time and specific behavior.
- Describe how you expect the youth to change the behavior.
- Be honest and open to help to make change possible.
- Give the youth a chance to explain.
- Let the youth offer some ideas how they may act/work differently in the future.
- Document the conversation on the Corrective Action Form (if necessary) and fax to your summer monitor.

Supervisor Responsibilities:

Disciplinary Action

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- Use the Corrective Action Form as a tool to improve chronic behavior.
- Help the intern learn from the behavior.
- Stay calm and don't take poor work behavior personally.
- Talk with your monitor for guidance for difficult situations and keep them posted on chronic poor work behavior that may result in termination.
- Except in extreme cases, always talk with your monitor BEFORE terminating an intern.

Camp Sunrise

https://www.youtube.com/watch?v=UjGRHUNn_LQ



- A multicultural, wilderness camping experience for Minneapolis and St Paul youth ages 13 to 18
- **Free of charge**
- Built and maintained by campers!
- Located near Rush City, MN about an hour north of Minneapolis
- Transportation to and from camp provided
- STEP-UP youth can earn up to 23 hours of pay while attending Camp Sunrise



Benefits of Camp Sunrise

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Some Benefits to Youth:

- Cooperative Learning Opportunities
- Problem Solving Skills
- Build Self Esteem
- It's Fun!



Some Benefits to Supervisor:

- Energized from their break
- Strengthened Teamwork Skills
- Improved Communication Skills

Camp Sunrise: How the Partnership Works

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1. Youth asks supervisor for a week off from work
2. Youth completes and submits Camp Sunrise Camper Application including parent permission form
3. Camp Sunrise staff confirm with youth's supervisor permission to attend camp for selected week
4. Youth attends Camp Sunrise
5. Camp Sunrise staff complete a timesheet for youth while they are at camp and turn it into METP
6. Questions or to schedule a site visit with your youth employees:
7. Contact Nardos Tesfalidet at YouthCARE 612/338-1233 or camprecruiter@YouthCAREmn.org

Supervisor Responsibilities:

Payroll Procedures

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- You are responsible for making sure your intern's hours are recorded, documented, and submitted for pay.

2016 STEP-UP

Payroll Schedule (Page 17 & Handout – left side of packet)

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Pay Period Sunday-Saturday	Timesheets Due at Workforce Center	Pay Date	Additional Notes
June 12 – June 25	June 24	July 8	Most youth will begin work on June 20 th .
June 26 – July 9	July 8	July 22	Youth cannot work on July 4 th .
July 10 – July 23	July 22	August 5	
July 24 – August 6	August 5	August 19	
August 7 – August 20	August 19	September 2	Most youth will end work by Aug. 19 th unless pre-approved.

PayCard Program

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- ❑ Interns will have two options to receive their pay: Direct deposit or Paycard.
- ❑ The PayCard Program is a prepaid debit card funded through the City of Minneapolis.
- ❑ Paychecks will load directly onto the card each payday.
- ❑ Supervisors will receive the paycards and should assist their intern(s) with activation and resetting their PIN.

Work Hours

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- ❑ Youth are allowed to work a **MAXIMUM** of 8 hours per day. They can be scheduled for 8.5 hours if there is a 30 minute unpaid lunch break included.
- ❑ Youth are allowed to work a **MAXIMUM** of 20 hours per week at your work site.
- ❑ Youth are scheduled for an additional 3 hours per week for Class.

Document Hours Worked – Payroll Forms

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- ❑ Youth should sign in and out each day on a Daily Attendance Sheet.
- ❑ Hours should be transferred from the Daily Attendance Sheet to the Timesheet each pay period.
- ❑ The Timesheet must be submitted to your assigned Workforce Center according to the payroll schedule.

Timesheet Completion

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- Print the youth's full name. No nickname or shortened names. Include the middle name. You will receive a list of full names, employee IDs and last four of the SSN from your monitor.
- Enter the dates of the pay period from the 2016 Payroll Schedule.
- The last four digits of the social security number MUST be included. Your monitor can provide you with this information.
- The employee ID number must be included. Your monitor will provide you with this prior to the first payroll.

Timesheet continued

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- ❑ Indicate if the intern has informed you of a new address. If not, leave blank. *Please do not fill in address each time if it has not changed.*
- ❑ Enter each date of the pay period in the boxes on the “Date” line.
- ❑ Enter the number of hours worked on each day. If no hours on a given day, enter “0”.

Timesheet continued

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- Always use decimals to the nearest .25 hour.
 - ▣ Example (15 minutes = 0.25 hours):
 - 3 hours and 15 minutes is 3.25
 - 5 hours and 45 minutes is 5.75
 - What is 4 hours and 24 minutes?
- DO NOT include unpaid lunch breaks in the hours worked.
- Enter the total hours.
- Only record hours worked at our agency. STEP-UP will include class hours and/or Camp Sunrise hours.

STEP-UP Summer Program

Timesheet

Print All Information

Last Name Last		First Name First		Middle Name Middle		Payroll Period From 6/15/14 To 6/28/14	
Social Security Number (Last Four Digits Only) 1 2 3 4				Employee ID Number (Six Digits) 1 2 3 4 5 6			
ONLY COMPLETE IF ADDRESS IS NEW Check Here if New Address ____ (Enter New Address and Zip Code): New Street Address: _____ City: <u>Minneapolis</u> State: <u>MN</u> Zip Code: _____							
Instructions							
1. Record the total number of hours worked each day. 2. Use decimals for 15 minute increments. Every 15 minutes = 0.25 hours. Round to the nearest 15 minutes. Example: A youth works from 9AM-5PM and has a 30 minute unpaid break for lunch; write 7.5 on the Daily Hours Worked line.							
3. Add together the daily hours worked and place this sum in the large box on the right, Total Hours Worked. (Remember: DO NOT INCLUDE UNPAID BREAK TIME or CLASS time in the Total Hours Worked)							
Hours Worked							
Day of the Week	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Date MM/DD		6/16	6/17	6/18	6/19	6/20	
Daily Hours Worked		6.5	9.25	4	3.25	0	
	Sun	Mon	Tue	Wed	Thu	Fri	Sat
		6/23	6/24	6/25	6/26	6/27	
		6.5	6	4	3.5	0	
Comments:						Total Hours Worked: 40	

Timesheet continued

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- ❑ Complete your agency and worksite information.
- ❑ The SUPERVISOR must sign the timesheet. (plan ahead for deadlines)
- ❑ The YOUTH must sign the timesheet. (plan ahead for deadlines)
- ❑ Submit the timesheet to your assigned Workforce Center by the deadline indicated on the 2016 Payroll Schedule.

Worksite Information			
Agency Name:	Worksite:	Phone Number:	
City of Minneapolis	Main Office	612-555-5555	
Address:			
105 5th Ave S, Suite 200, MPLS, MN 55401			
REQUIRED: Signatures and Dates			
Supervisor Signature:	Date Signed:	Participant Signature:	Date Signed:
Signature	6/27/14	Signature	6/29/14
Office Use Only:			
Timesheet Approved: <input type="checkbox"/>			

Question: Work hours

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A youth reports to work at 8:45 and signs in. He works through lunch and signs out at his normal time at 4:25.

- How many hours should he be paid for that day and how should those hours be recorded?

Supervisor Responsibilities – Safety

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- Provide adequate safety orientation to the site and equipment.
- Make sure your intern knows what to do in an emergency.
- Review Child Labor Laws to ensure you are not allowing interns to operate equipment that is prohibited by law.

Injuries

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- STEP-UP interns are covered by Worker's Compensation.
- If an injury occurs:
 1. Assess and care for the injury.
 2. Decide if the injury:
 - A. Requires emergency care. Call 911.
 - B. Requires non-emergency medical care.
 - C. Is minor and does not require medical care.
- Use the detailed information on pages 12-15 of the Supervisor's Policies and Procedures Packet to handle the injury.

Emergent Injuries

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- ❑ Call 911
- ❑ Contact parent or emergency contact.
- ❑ Contact Pat Behrend at METP 612-673-6220.
- ❑ Contact your monitor.
- ❑ Complete the First Report of Injury (sample included in appendix) and fax to 612-673-5299.

Non-emergent Injuries

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- Contact parent or emergency contact.
- Discuss the plan to treat the injury and whether to seek medical attention.
- If no medical attention needed, complete First Report of Injury and fax to Pat Behrend @ 612-673-5299.

Injuries Requiring Medical Attention

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- Notify parent or emergency contact and make arrangements for youth to be seen by a doctor.
- Sign the youth out as working for the entire day (their normal scheduled hours) regardless of when they left work. If a youth leaves work early due to an injury, they are REQUIRED to visit a doctor before returning to work.
- Complete the First Report of Injury and fax to Pat Behrend at 612-673-5299.
- Youth may choose to visit any doctor or clinic.
- Youth must tell the clinic that the injury is work related and that STEP-UP is the employer.
- Youth must request a “return to work” form from the doctor and bring the form back to their supervisor before they can return to work.

Child Labor Laws You Should Know

(Appendix Page 29)

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- ❑ Youth can't start work before 7:00 AM
- ❑ Youth can't work more than 8 hours in a day
- ❑ Youth cannot cook or bake on the job. (Microwaves are fine)
- ❑ Youth cannot use ladders or scaffolds
- ❑ Prohibited Equipment include:
 - Power-driven equipment
 - Ovens
 - Lawn mowers and weed whips

Harassment and Complaint Process

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- Carefully read page 16-19 of the Policies and Procedures manual.
- Sexual harassment allegations must be treated seriously.
- Notify your monitor immediately if there is a sexual harassment incident or allegation on your work site.
- Complaint process info is on page 21 of the Policies and Procedures manual.
- Handle complaints on your work site as appropriate, making your monitor aware of the situation and how it was resolved.
- For issues that you are unable to resolve, seek the assistance of your monitor.
- Interns should know they can make a formal complaint at any time. Information on how to do so is included in the intern handbook.

Intern Evaluation

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- MHA Labs – Building Block Learning Objectives for Developing 21st Century Skills – New form this summer!
- Mid-internship evaluation and end of summer evaluation.
- Areas of evaluation
 - ▣ Personal Mindset
 - ▣ Planning for Success
 - ▣ Social Awareness
 - ▣ Verbal Communication
 - ▣ Collaboration
 - ▣ Problem Solving

Class, Bus Cards, Misc...

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- ❑ Class assignments will be mailed to youth beginning June 20th and provided to you by your monitor
- ❑ Class begins the week of June 27nd
- ❑ Your monitor will contact you the week of June 13th
- ❑ Site visit from Dan Daly (separate from monitors) to allow student high school credit for their work experiences.
- ❑ Bus Cards –available for pick up the week of June 13th.

Before You Leave

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- ❑ Check with the back table.
- ❑ If someone from your organization has not picked up the necessary documents, please do!
 - ❑ Documents to pick up include first timesheets and youth handbooks.
- ❑ **Annual Celebration**
 - ❑ The annual celebration will be on **August 18th from 2:30-4PM** at the Guthrie Theater. Please plan to attend with your intern.

Important Contacts

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- Leona Martin, WFC North
 - ▣ Phone: 612-520-3542
- Rashida Jackson, WFC South
 - ▣ Phone: 612-821-4412
- Nina Robertson, City of Minneapolis
 - ▣ Phone: 612-673-5118

THANK YOU!

